Managed Workstation

Service Description

The Managed Workstation service provides centrally managed workstation services to support and help secure agency workstations with an option for either remote or on-site support to ensure consistent and reliable access to productivity applications and business data.

1. **Managed Workstation with Remote Support:** Centrally managed workstation services for agency-owned/leased workstations with remote support using remote assistance tools. Includes office productivity software and email services. The agency is responsible for on-site support of workstations.

2. **Managed Workstation with On-Site Support:** Centrally managed workstation services for agency-owned/leased workstations with on-site support after initial remote support using remote assistance tools. Includes office productivity software and email services. On-site support is available only in Richland and Lexington counties.

Definitions

- **Remote Support:** DTO Service Desk or Admin endpoint technician will provide telephone support and/or use remote assistance tools to address an issue or fulfill a service request.

- **On-site Support**: If an issue/request has not been resolved through remote support, an Admin endpoint technician will make an on-site service call to address the issue or fulfill the service request.

Service Notes*

- Agency locations must have MetroNet or a secure connection to the state network.
- Agency workstations must be a member of Admin's Active Directory domain.
- If it is determined an issue cannot be resolved remotely, Admin will coordinate the transition of the incident and all related information to either Admin endpoint support technicians or to the agency's support staff.
- Agencies purchasing on-site support must purchase the service for all workstations at a physical address or agency location. Splitting of on-site and remote support options between workstations at the same physical address or agency location will not be allowed.
- Agency locations outside of Lexington and Richland Counties will only be permitted to purchase the remote support option.

*See Service Detail for additional important Service Notes and Customer Responsibilities.

Customer Benefits

- **Reliability** – Consistent and reliable access to business resources through centrally managed workstations, which maximize uptime and employee productivity.
- **Security** – A robust set of security technologies contributes to the safety and security of agency data.
- **Efficiency** – Allows agencies to reallocate IT resources to focus on more critical issues.
- **Flexibility** – Flexibility for agencies who want to provide their own on-site support, but rely on high quality, cost-effective remote support on a 24/7 basis.

Service Rates

Service Offering	Cost per Month
Managed Workstation with Remote Support	Contact ARM
Managed Workstation with On-Site Support	Contact ARM
Software Licenses (beyond base image software)	Varies by product

Managed Workstation – Service Detail

This Admin service includes:

1. Managed Workstation with Remote Support

Software
- Software management, maintenance and support vary by software type.
  - Software types divided into four categories. Specific software titles are assigned to each category. (Contact the ARM for detailed information.)
- Critical patch management for managed and supported applications.
- Security compliance and configuration support of managed applications.
- Technical and integration support for managed and supported applications.

File Storage
- Dedicated private network folder for users in addition to shared access to network folders as determined by the users assigned business roles. Network storage is backed up nightly with a 30-day retention period.

Support
- Technical support through the use of remote support tools, to include:
  - Remote troubleshooting, diagnosis and remote assistance of operating system, productivity tools and security application issues.
  - Remote driver installation and configuration of workstation compatible peripheral devices. Legacy devices or non-compatible devices may not be supported.
  - Remote troubleshooting, diagnosis and remote assistance of locally attached printer issues to workstations covered under this service.
- Critical patch management and whole disk encryption help enhance workstation security.
- Hard drive sanitization in accordance with policy standards for workstations at end-of-life.
- Remote customers needing support for issues that cannot be resolved using remote support tools, may ship or deliver workstations to the Admin office located in Columbia.

2. Managed Workstation with On-Site Support

Includes everything provided under Managed Workstation with Remote Support, plus the following:

- On-site service technician visit, after initial remote assistance.
- Scheduled workstation installation and initial configuration at agency office location.
- On-site technician visits are available only in Lexington and Richland counties.

Related Services

A Managed Workstation customer might also be interested in these Admin services which are offered separately:

•   Enterprise Content Management (ECM) Hosting

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- In the future, Admin will offer different rate structures for devices and configurations that are within Admin's standard, versus those that are outside Admin's standard. Agencies should work closely with their ARM representative to ensure that purchases of new devices fit within Admin standards. Contact the ARM for a list of standard devices and configurations.
- All base image applications and other Category 1 applications are patched automatically. Agency-specific applications may not be patched automatically, and the agency should coordinate with the DTO Service Desk.
- Hardware support for agency-owned/leased workstations is the responsibility of the agency. Hardware support for Admin-owned/leased workstations is the responsibility of Admin.
- Agencies are responsible for purchasing consumables and peripheral devices, such as additional keyboards, headsets, additional monitors, replacement batteries, USB drives and webcams to enable desktop video. The agency should coordinate purchases through Admin to ensure compatibility.
- Agencies are responsible for third-party application purchasing and license management of software not included in base image or provided as an add-on service by Admin. The agency should coordinate purchases with Admin to ensure compatibility.
- Only state-owned or leased workstations are supported. Personal workstations are not supported under this service.
- Data stored locally on workstations is not backed up.
- Administrative access for authorized agency staff is available. Contact Admin to learn more about the approval process.
- Admin staff, or authorized agency technical staff, will connect workstations to the wired network in work areas, move them as needed, and remove them from the network. Users should not connect or disconnect workstations to or from the wired network. If users do so, the agency may incur a cost for work performed by Admin to resolve any related issues.
- Admin will coordinate vendor support for hardware failures of workstations under warranty. Reasonable effort will be made to service workstations out of warranty, however, no guarantee will be provided for returning out of warranty workstations back into service.
- Workstations shipped or delivered to Columbia, for repair, will be assigned a priority and addressed in accordance with established policy and existing priorities.

- Installations or moves of more than five workstations at one time will require additional funding. A move is defined as disconnecting a workstation in one work area, transporting it to a new work area, and connecting it in the new work area so it is available for use by the user. Multiple requests for installations or moves of fewer than five workstations within a short period of time may be grouped together by Admin and additional funding will be required. Admin will advise agencies in advance if there is a cost associated with a request for installations or moves.
- On-site installations and moves are only available with Managed Workstation with On-Site Support.
- Agencies are responsible for providing at least two weeks advanced notice for any installation or move of up to five workstations. Installations or moves of more than five workstations require more than two weeks advanced notice, and a timeframe will be agreed upon with Admin and the agency based on the complexity of the project and resource availability.

Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Managed Workstation with Remote Support		
Purchase workstations through coordination with Admin.		X
Asset and warranty management for workstations.		X
Manage backup and recovery of any locally stored data.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide end-user training for productivity software and business applications.		X
Two-way transit of, and protective packaging for, any devices shipped/transported to the Admin office in Columbia.		X
Maintain accurate inventories of devices at each agency location.		X
Configure and deploy workstation to agency business location.		X
Coordinate price quotes for agency workstation purchases.	X	
Maintain workstation base image and managed applications (Category 1).	X	
Provide critical patching of managed and supported applications (Categories 1 and 2).	X	
Provide critical patching of contracted support and unsupported applications (Categories 3 and 4).		X
Provide remote (telephone) support through the DTO Service Desk and remote support tools.	X	
Provide remote access clients and licenses.	X	
Managed Workstation with On-Site Support *Responsibilities in addition to those shown above for Remote Support*		
Perform resolution of service requests and incidents on-site at agency's location if resolution cannot be completed remotely.	X	

Responsibilities	Admin	Customer
Configure and deploy workstation to agency business location.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.